

Chairperson: Supervisor Peggy West, 278-4269

Committee Clerk: Jodi Mapp, 278-4073

Research Analyst: Martin Weddle, 278-5289

COMMITTEE ON HEALTH AND HUMAN NEEDS

Wednesday, July 16, 2008 - 9:00 A.M.
Milwaukee County Courthouse, Room 201-B

MINUTES

PRESENT: Supervisors Dimitrijevic, Coggs, De Bruin, Mayo, Clark, Lipscomb and West (Chair)

SCHEDULED ITEMS:

APPOINTMENTS - 1

1. 08-284 From the County Board Chairman, appointing Ms. Katina Shaw to serve on the Milwaukee County Youth Sports Authority Board for a term expiring December 31, 2008.

APPEARANCE:

Terrence Cooley, Chief of Staff, County Board

- 00:15 Mr. Cooley introduced Ms. Shaw to the Committee who then provided brief comments.

ACTION BY: (Mayo) Approve. 7-0

AYES: Dimitrijevic, Coggs, De Bruin, Mayo, Clark, Lipscomb and West (Chair) - 7

NOES: 0

RESOLUTIONS – 2

2. 08-291 A Resolution by Supervisor Coggs authorizing and directing the Director, Department of Health and Human Services, to prepare an action plan and timeline for full implementation and improvement in the areas of information technology, customer service call etiquette training, and staff and client security at Milwaukee County's two designated health and human services locations.

APPEARANCE:

Corey Hoze, Director, Department of Health and Human Services

- 00:26 Supervisor Coggs explained that this item was derived from conversations with previous directors over the years regarding areas of

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concern identified at the two social services locations. It was put in the form of a resolution to have something that staff could report back on and perhaps comprise a plan of action. She indicated that she would like the Committee to receive quarterly reports that addresses the issues specified in the resolution.

01:04 A **"FRIENDLY AMENDMENT"** was offered by Supervisor Clark that modified the Resolution's "BE IT RESOLVED" clause on Line 40 by adding the words "face-to-face customer interaction," after the word "technology." The friendly amendment was accepted by Supervisor Coggs. There being no objections by the Committee, the amendment was ordered instituted by Madame Chair.

Another **"FRIENDLY AMENDMENT"** was offered by Madame Chair that further modified the Resolution's "BE IT RESOLVED" clause on Line 41 by adding the words "the George" before the word "Robles." The friendly amendment was accepted by Supervisor Coggs. There being no objections by the Committee, the amendment was instituted.

02:42 Mr. Hoze stated that most of the objectives identified in the resolution were outlined in the June Economic Support Division's modernization initiative report. He went on to state the Department will certainly look into all of the areas of concern. He distributed information to the Committee regarding recent customer service training that has been conducted as well as future training that will take place over the next several weeks.

Questions and comments ensued.

ACTION BY: (Coggs) Approve the Resolution as AMENDED. 7-0

AYES: Dimitrijevic, Coggs, De Bruin, Mayo, Clark, Lipscomb and West (Chair) - 7

NOES: 0

3. 08-290 A Resolution by Supervisor West authorizing and directing the Director of Intergovernmental Relations to convey to the Governor and Wisconsin State Legislature the importance of the FoodShare, Child Care, and Medical Assistance programs and the necessity of adequate Income Maintenance (IM) funding to perform those operations.

APPEARANCE:

Corey Hoze, Director, Department of Health and Human Services

00:27 Supervisor West stated since 2000, caseloads for the Milwaukee County

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FoodShare program increased 60%, childcare increased 64%, and medical assistance increased 28%. Milwaukee County has received a flat rate from the State during that period, with the exception of 2004 when the State decreased funding. That decrease was equivalent to approximately 47 Economic Support Specialists, which caused Milwaukee County to spend money for things like modernization and technology. There have been increases in all these areas, and with the current state of the economy, an increase is needed from the State.

Questions and comments ensued.

06:31 Mr. Jon Janowski of the Hunger Task Force appeared and spoke regarding this matter.

ACTION BY: (West) Approve. 7-0

AYES: West, Coggs, De Bruin, Mayo, Clark, Lipscomb and
Dimitrijevic (Chair) - 7

NOES: 0

DELINQUENCY AND COURT SERVICES DIVISION – 1

4. 08-282 From the Director, Department of Health and Human Services, requesting authorization to distribute 2008 funds for the Youth Sports Authority.

APPEARANCES:

Corey Hoze, Director, Department of Health and Human Services
Eric Meaux, Administrator, Delinquency and Court Services Division

Questions and comments ensued.

03:27 Supervisor Mayo requested a copy of the Youth Sports Authority grant application.

04:43 Supervisor De Bruin requested that a copy of the criteria used to determine grant eligibility be provided to the Committee.

05:35 Madame Chair directed staff to gather and forward the requested information to the Committee.

ACTION BY: (Clark) Approve. 7-0

AYES: Dimitrijevic, Coggs, De Bruin, Mayo, Clark, Lipscomb and
West (Chair) - 7

NOES: 0

SCHEDULED ITEMS:

ECONOMIC SUPPORT DIVISION - 1

5. 08HN14 From the Director, Department of Health and Human Services (DHHS), submitting an informational report regarding the progress of the Economic Support Division's (ESD) modernization initiative.
(INFORMATIONAL ONLY UNLESS OTHERWISE DIRECTED BY THE COMMITTEE)

APPEARANCES:

Corey Hoze, Director, Department of Health and Human Services
Susan Moeser, Deputy Administrator, ESD, DHHS

01:43 Madame Chair requested that staff obtain a computer aided dispatch (CAD) report from the Milwaukee Police Department District 3 station for the Coggs center for the last 3 months.

03:32 Ms. Moeser indicated that the modernization initiative is still in its infancy and will probably take a good year until the full results are seen. However, there are some very promising things occurring. One of their main drives in terms of the modernization has been to reduce the number of people that find it necessary to come in to the Center, which is a way to better serve people who are working in low income jobs and don't have the opportunity to take off work to come in. A very substantial increase in the number of telephone interviews has been seen in this area. This concept is being well received by customers, which is a key indicator that the Division is moving toward the goals that are eventually expected to be reached.

Ms. Moeser went on to state that they have also been very successful in their efforts with Q-Matic, the electronic customer flow management system. The system is working well, and customers are receiving it well. It also provides data which assists in making changes. The Department has received a waiver from the Wisconsin Department of Workforce Development for inclusion of childcare to the telephone interview system. Now, people who have childcare do not have to come to the Center. Interviews can now be done by phone. Ms. Moeser also discussed the Department's efforts to expeditiously handle and coordinate the distribution of emergency disaster FoodShare benefits.

Questions and comments ensued.

22:38 Madame Chair requested staff, along with Mr. Hoze, to draft a letter to our Congressional Delegation outlining concerns raised regarding the timeline and criteria used for the distribution of emergency disaster

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FoodShare benefits for the Committee's review and signature by the entire Board.

- 29:03 Supervisor Mayo requested that the next report contain information regarding participation by community partners in conjunction with this initiative.

The Committee took no action regarding this informational report.

The Committee recessed at 10:10 a.m. and reconvened at approximately 10:25 a.m. The roll call was taken and all Committee Members, with the exception of Supervisor Coggs (excused), were present.

BEHAVIORAL HEALTH DIVISION - 1

6. 07-71(a) From the Directors, Department of Health and Human Services and Economic and Community Development, and the Administrator, Behavioral Health Division, requesting authorization to enter into final negotiations with WEAS Development Co. for the long-term lease of the St. Michael Hospital facility for Behavioral Health Division (BHD) inpatient and nursing home operations. **(Also to the Committees on Finance and Audit and Economic and Community Development.) (Report back from County Board staff and the Department of Audit.)**

APPEARANCES:

Jerry Heer, Director of Audits

Steve Cady, Fiscal and Budget Analyst, County Board

Douglas Jenkins, Deputy Director of Audits

- 01:14 Mr. Heer started by stating that the original analysis the Committee received was honest, straight forward, and professional. The Department of Audits and County Board staff; however, has a different view and based the revised analysis on new factors, which BHD also agrees with. He reviewed the report in detail summarizing the project's background, a financial analysis of the recommendation, the advantages and disadvantages of the various options, analysis of the current BHD property, zoning issues, and changes in the industry. The common factor shared is the belief that status quo is not an option. The key difference is really a difference of perspective on the single largest issue in the analysis, and that is privatization. The privatization component should be considered separately. It was important to disentangle the privatization issue from the analysis, which makes the numbers shift dramatically. This leads staff to the conclusion and recommendation, along with the other factors, that the County Board would be better off choosing to renovate or

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build a facility on property that the County currently owns. Mr. Heer emphasized that under any scenario the Board pursues, a public request for proposals (RFP) should be done.

14:37 The following people appeared and spoke regarding this item:
Ms. Janet Malmon, Executive Director, Vital Voices for Mental Health
Mr. Peter Hoeffel, Chairman, Milwaukee Mental Health Task Force
Ms. Barbara Beckert, Director, Disabilities Rights Wisconsin/Milwaukee
Mr. Bill Bazan, Vice President, Milwaukee Healthcare Partnership
Ms. Cynthia Bentley
Ms. Patty Yunk, Director of Public Policy, AFSCME
Ms. Candace Owley, Wisconsin Federation of Nurses and Health Professionals
Mr. Bruce Kruger, Medical Society of Milwaukee County
Mr. Rob Henken

Questions and comments ensued at length.

ACTION BY: (De Bruin) Reject the Administration's proposal for purchasing or leasing the St. Michael's facility and concur with the County Board/Department of Audit staff report's finding that the status quo is not acceptable. Pursue the County Board/Department of Audit staff recommendation to renovate or build new at or near the current BHD site with further analysis due back in September.

A vote was not taken on Supervisor De Bruin's motion.

ACTION BY: (Clark) Layover the item so that a more detailed report can be produced by Department of Audit, County Board, Department of Administrative Services, and departmental staff regarding the cost of renovating the current Behavioral Health facility or building a new facility on County-owned land near the current site. This report shall also include an analysis of the current public transit services to the current site versus the proposed St. Michael facility. 5-1

AYES: Dimitrijevic, Mayo, Clark, Lipscomb and West (Chair) - 5

NOES: De Bruin - 1

EXCUSED: Coggs - 1

SCHEDULED ITEMS:

STAFF PRESENT:

Terrence Cooley, Chief of Staff, County Board
Corey Hoze, Director, Department of Health and Human Services
Eric Meaux, Administrator, Delinquency and Court Services Division
Susan Moeser, Deputy Administrator, ESD, DHHS
Jerry Heer, Director of Audits
Steve Cady, Fiscal and Budget Analyst, County Board
Douglas Jenkins, Deputy Director of Audits
Julie Esch, Research Analyst, County Board

This meeting was recorded. Committee files contain copies of the subject reports, communications, resolutions, and ordinances, which may be reviewed upon request to the Chief Committee Clerk. The official copy of these minutes, along with the audio recording of this meeting, is available in the County Board Committee Services Division.

Length of meeting: 9:06 a.m. to 12:05 p.m.

Adjourned,



Committee Clerk
Committee on Health and Human Needs